

In the Claims

For the convenience of the Examiner, all pending claims are set forth below.

1. **(Original)** A method for monitoring a service transaction, the method comprising:

communicating with a client through a communication channel;
gathering feedback from the client about an agent and an interaction associated with the agent through the communication channel; and
storing the feedback in a client response database.

2. **(Original)** The method of Claim 1, wherein:

gathering comprises gathering the feedback through a telephone call; and
storing comprises recording the telephone call and storing the recorded telephone call.

3. **(Original)** The method of Claim 1, further comprising:

receiving an agent report from the agent, the agent report describing the interaction;
determining whether there is an actionable discrepancy between the agent report and the feedback; and
initiating a responsive action if there is the actionable discrepancy.

4. **(Original)** The method of Claim 1, further comprising:

determining whether the feedback comprises a trigger event; and
triggering an alarm if the feedback comprises the trigger event.

5. **(Original)** The method of Claim 1, further comprising:

generating an evaluation of the agent using the feedback.

6. **(Original)** The method of Claim 1, further comprising:

generating an evaluation of the agent using the feedback; and
matching the agent with a second client according to the evaluation.

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7. **(Original)** A system for monitoring a service transaction, the system comprising:

a communication channel operable to communicate feedback from a client, the feedback describing an interaction between an agent and the client;

a monitoring module coupled to the communication channel and operable to:

initiate collection of the feedback;

receive the feedback from the communication channel; and

store the feedback in a client record database coupled to the monitoring module.

8. **(Original)** The system of Claim 7, wherein the communication channel comprises a website operable to be accessed by the client.

9. **(Original)** The system of Claim 7, wherein:

the feedback is gathered through a telephone call; and

the monitoring module is operable to record the telephone call.

10. **(Original)** The system of Claim 7, wherein the monitoring module is operable to:

receive an agent report from the agent, the agent report describing the interaction;

determine whether there is an actionable discrepancy between the agent report and the feedback; and

initiate a responsive action if there is the actionable discrepancy.

11. **(Original)** The system of Claim 7, wherein the monitoring module is operable to:

determine whether the feedback comprises a trigger event; and

trigger an alarm if the feedback comprises the trigger event.

12. **(Original)** The system of Claim 7, further comprising an evaluation module operable to:

generate an evaluation of the agent using the feedback.

13. **(Original)** The system of Claim 7, further comprising an evaluation module operable to:

generate an evaluation of the agent using the feedback; and
match the agent with a second client according to the evaluation.

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14. **(Original)** Software for monitoring a service transaction, the software residing on a computer-readable medium and operable to:

communicating with a client through a communication channel;

gathering feedback from the client about an agent and an interaction associated with the agent through the communication channel; and

storing the feedback in a client response database.

15. **(Original)** The method of Claim 14, wherein:

gathering comprises gathering the feedback through a telephone call; and

storing comprises recording the telephone call and storing the recorded telephone call.

16. **(Original)** The method of Claim 14, further comprising:

receiving an agent report from the agent, the agent report describing the interaction;

determining whether there is an actionable discrepancy between the agent report and the feedback; and

initiating a responsive action if there is the actionable discrepancy.

17. **(Original)** The method of Claim 14, further comprising:

determining whether the feedback comprises a trigger event; and

triggering an alarm if the feedback comprises the trigger event.

18. **(Original)** The method of Claim 14, further comprising generating an evaluation of the agent using the feedback.

19. **(Original)** The method of Claim 14, further comprising:

generating an evaluation of the agent using the feedback; and

matching the agent with a second client according to the evaluation.

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20. **(Original)** A system for monitoring a service transaction, the system comprising:

a communication channel operable to communicate feedback from a client, the feedback comprising a telephone call describing an interaction between an agent and the client;

a monitoring module coupled to the communication channel and operable to:

initiate collection of the feedback;

receive the feedback from the communication channel;

record the telephone call and store the feedback in a client record database coupled to the monitoring module;

A1 determine whether the feedback comprises a trigger event and trigger an alarm if the feedback comprises the trigger event;

receive an agent report from the agent, determine whether there is an actionable discrepancy between the agent report and the feedback, and initiate a responsive action if there is the actionable discrepancy; and

an evaluation module operable to:

generate an evaluation of the agent using the feedback; and

match the agent with a second client according to the evaluation.
